



Military Spouses



TRICARE Resources for Military Spouses and Families

TRICARE is the health care program for active duty and retired military service members, National Guard and Reserve members, and their families and survivors. A fully integrated system, TRICARE brings together the health care resources of the Army, Navy, Air Force and Coast Guard, and supplements these services with civilian health care professionals.

TRICARE provides comprehensive medical and dental coverage through a wide array of programs and options. In the Tidewater area alone, there are more than 400,000 beneficiaries entitled to TRICARE benefits.

This guide was developed as a TRICARE resource for the spouses of active duty and retired service members in and around Norfolk, Virginia. Inside you will find information about eligibility, TRICARE programs, medical services at Naval Medical Center Portsmouth and other area military treatment facilities, local points of contact for assistance, and helpful telephone and internet resources.

Spouses are a valuable asset to the military services, and a very important link between military families. The health care community recognizes this service, and is fortunate to work alongside you in caring for our service members and your families.

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McDonald Army Health Center
Joint Base Langley-Eustis
576 Jefferson Avenue
Newport News, Virginia
(757) 878-7500

mcdonald.narmc.amedd.army.mil/default.aspx



Naval Medical Center Portsmouth
Naval Support Activity
620 John Paul Jones Circle
Portsmouth, Virginia
(757) 953-5000

www.med.navy.mil/sites/NMCP



633rd Medical Group
Joint Base Langley-Eustis
77 Nealy Avenue
Hampton, Virginia
(757) 225-7630

www.ible.af.mil/633dmedicalgrouphealthcare/

Tidewater Enhanced Multi-Service Market

Military Treatment Facilities

Navy

Naval Medical Center Portsmouth (NMCP)

1. Branch Health Clinic, Dam Neck Annex
2. BHC, JEB Little Creek (Boone Clinic)
3. BHC, Naval Air Station Oceana
4. BHC, Naval Weapons Station Yorktown
5. BHC, Norfolk Naval Shipyard
6. BHC, Norfolk Naval Station
7. BHC, Northwest Annex
8. TRICARE Prime Clinic Chesapeake
9. TPC Virginia Beach

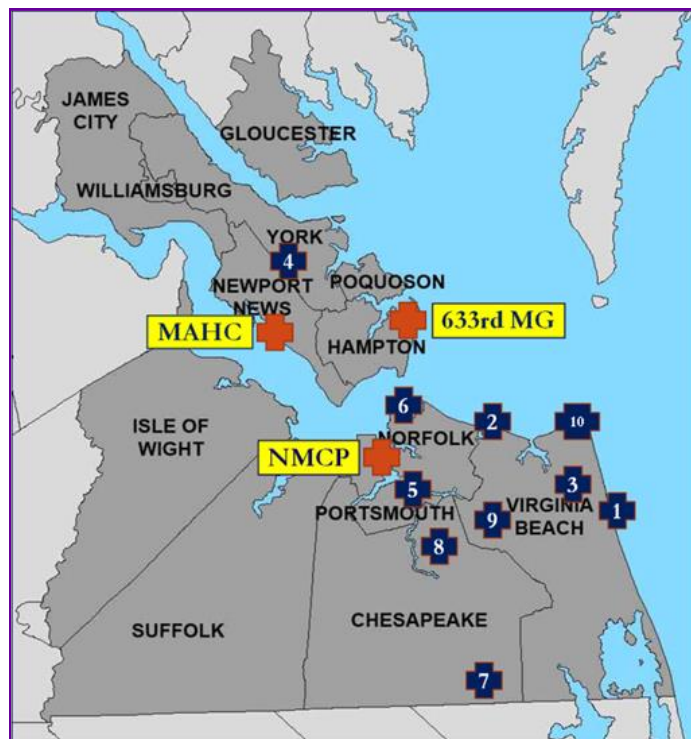
Army

McDonald Army Health Center (MAHC)

10. JEB Fort Story Health Clinic

Air Force

633rd Medical Group (633rd MG)



Tidewater TRICARE Service Centers

Health Net Federal Services, LLC
1-877-874-2273

Naval Medical Center Portsmouth
McDonald Army Health Center
633rd Medical Group

TRICARE Regions



North Region

Regional Office North

www.tricare.mil/tronorth

Health Net Federal Services

www.hnfs.net

(877) 874-2273

South Region

Regional Office South

www.tricare.mil/trosouth

Humana Military

www.humana-military.com

(800) 444-5445

West Region

Regional Office West

www.tricare.mil/trowest

United Healthcare Military and Veterans

www.uhcmilitarywest.com

(877) 988-9378

Overseas

International SOS

www.tricare-overseas.com

(888) 777-8343

TRICARE Information and Assistance - Tidewater

Beneficiary Counseling and Assistance Coordinators (Health Benefit Advisors)

Naval Medical Center Portsmouth

Building 3, 3rd Floor,
620 John Paul Jones Circle
Portsmouth, VA 23708
(757) 953-2610/2611
Monday – Friday, 7:00 a.m. – 3:30 p.m.

Branch Health Clinic, Dam Neck Annex

1885 Terrier Avenue
Virginia Beach, VA 23461
(757) 953-9322, Mon - Fri, 7 a.m. - 3:30 p.m.

Branch Health Clinic, Norfolk Naval Station

Sewell's Point, 1721 Taussig Boulevard
Norfolk, VA 23511
(757) 953-8708
Monday – Friday, 7:30 a.m. – 3:30 p.m.

Branch Health Clinic, JEB Little Creek

Boone Clinic, 1035 Nider Boulevard
Norfolk, VA 23521
(757) 953-8183/8185
Monday – Friday, 7:30 a.m. – 3:30 p.m.

Branch Health Clinic, NAS Oceana

Naval Air Station Oceana
1550 Tomcat Boulevard
Virginia Beach, VA 23460
(757) 953-3933 (Option 7)
Monday – Friday, 7:00 a.m. – 3:20 p.m.

Branch Health Clinic, NWS Yorktown

Naval Weapons Station Yorktown
P.O. Box 90
Yorktown, VA 23291
(757) 953-8441
Monday – Friday, 7:30 a.m. – 3:30 p.m.

Branch Health Clinic, Northwest Annex

Naval Support Activity Northwest Annex
4501 Relay Road
Chesapeake, VA 23322
(757) 953-6246
Monday – Friday, 7:30 a.m. – 3:30 p.m.

TRICARE Prime Clinic Virginia Beach

2100 Lynnhaven Parkway, Suite 201
Virginia Beach, VA 23456
(757) 953-6710/6711
Monday – Friday, 7 a.m. – 3:45 p.m.

TRICARE Prime Clinic Chesapeake

1011 Eden Way North, Suite 8
Chesapeake, VA 23320
(757) 953-6382
Monday – Friday, 7:30 a.m. – 4 p.m.

Joint Base Langley (USAF)

633rd Medical Group
77 Nealy Avenue
Hampton, VA 23665
(757) 225-5111

Joint Base Eustis (USA)

McDonald Army Community Health Center
576 Jefferson Avenue
Newport News, VA 23604
(757) 314-7939

USCG Training Center

Route 238
Yorktown, VA 23690
(757) 856-2230/2345

<http://www.tricare.mil/bcacdcao/>

Helpful Phone Numbers at Naval Medical Center Portsmouth

Admissions Office - (757) 953-1509/1510
Birth Registrar - (757) 953-4809
Emergency Room - (757) 953-1365
Information Desk - (757) 953-5000
Patient Information - (757) 953-5002
Pharmacy - (757) 953-0258
Secretary of the Navy Designee Office - (757) 953-7750/7754
Women's Health (OB/GYN) - (757) 953-4300

Tidewater Enhanced Multi-Service Market



McDonald Army Health Center

**Joint Base Langley-Eustis
576 Jefferson Avenue
Newport News, Virginia
(757) 878-7500**



Naval Medical Center Portsmouth

**Naval Support Activity
620 John Paul Jones Circle
Portsmouth, Virginia
(757) 953-5000**



633rd Medical Group

**Joint Base Langley-Eustis
77 Nealy Avenue
Hampton, Virginia
(757) 225-7630**



TRICARE Enhanced Multi-Service Markets (eMSMs), including the Tidewater eMSM, allow Army, Air Force and Navy military treatment facilities (MTFs) with overlapping patient catchment areas to work together for more efficient coordination of beneficiary services. This collaboration results in better quality of care and access to care, improved training and research, and reduced purchased care costs.

TRICARE Eligibility, DEERS and ID Cards

- TRICARE eligibility is determined by the Defense Eligibility Enrollment Reporting System (DEERS).
- A valid ID card is required to obtain TRICARE benefits (ID cards are not required for children under age 10 living with a custodial parent).
- For information, call the Defense Manpower Data Center (DMDC) at 1-800-538-9552, or visit a personnel office.
- To locate an ID card office near you, visit the Rapids Site Locator at: www.dmdc.osd.mil/rs/.
- To schedule an appointment for services, visit: <https://rapids-appointments.dmdc.osd.mil/>.
- Individuals 21 and older must have two unexpired forms of ID, including a state or government issued photo ID.
- If an ID is lost or stolen, individuals will need a letter from their command sponsoring agency (Command, Base Security, Human Resources) that the ID card was reported lost or stolen.
- To extend eligibility to age 23, college students age 21 and 22 must have a letter from their school registrar stating that they are enrolled full time in an accredited college in pursuit of an Associate Degree or higher.
- Individual ID card offices may have other requirements. Check the appointment scheduler page on the Rapids Site Locator site, or call the ID card office directly for information.
- Newborns should be registered in DEERS as soon as possible after birth to establish TRICARE eligibility, and allow enrollment into Prime.
 - Registration can be done by the sponsor (or other parent, with a Power of Attorney) with the following:
 - DD Form 1172 (ID Card Application)
 - Proof-of-Birth Letter or Official Birth Certificate
 - Parents' Marriage Certificate
 - The baby must also be added to Page 2 of the sponsor's personnel record.
- Newborns of unwed dependent daughters are not eligible for TRICARE benefits unless:
 - The newborn's father is a service member and registers the baby in DEERS;
 - The unwed daughter's sponsor legally adopts the newborn; or
 - Secretary of the Navy Designee status is authorized (space-available care).

ID Card Offices in Tidewater

PSD Portsmouth NMCP Building 3, 9th Floor

620 John Paul Jones Circle
Portsmouth, VA 23708
Phone: (757) 953-7874; Fax: (757) 953-5632
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

Norfolk Naval Shipyard Pass and ID Office

Building 1502, Rooms 127 and 128
Portsmouth, VA 23709
Phone: (757) 396-5796; Fax: (757) 396-3798
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

Naval Station Norfolk Pass and ID Office

Building CD-9, 9040 Hampton Boulevard
Norfolk, VA 23505
Phone: (757) 322-2975
Mon-Fri, 7:30—4

Navy Exchange Norfolk ID Card Lab

Building CD-13, 1560 Mall Drive, Suite 202
Norfolk, VA 23511
Phone: (757) 444-8263; Fax: (757) 444-9227
Mon-Fri, 9—5 (Appointments 9—4); Saturday 9—3

Naval Station Norfolk Personnel Support Detachment

Building A-48, 1755 Powhatan Street, Room 119
Norfolk, VA 23511
Phone: (757) 445-5202; Fax: (757) 444-0581
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

Navy Operational Support Center NMCRC Little Creek

Building 1, One Navy Drive
Virginia Beach, VA 23459
Phone: (757) 318-4500; Fax: (757) 318-4554
Mon-Thu, Appointments 9:30—12:10 (Walk-in 12:10—3)
Fri, Walk-in 9:30—3 (Mobilizing Reservists have priority)

JEB Little Creek Personnel Support Detachment

Building 3510, 1155 Nider Boulevard
Virginia Beach, VA 23459
Phone: (757) 462-5319
Mon-Fri, 7:30—4

JEB Fort Story ID Card Office

517 Solomons Road
Virginia Beach, VA 23454
Phone: (757) 422-7752
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

NAS Oceana Personnel Support Detachment

Building 326, 1161 D Avenue
Virginia Beach, VA 23460
Phone: (757) 433-2184; Fax: (757) 433-2186
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

CSD Dam Neck

Building 502, 408 Tartar Avenue
Virginia Beach, VA 23461
Phone: (757) 492-7741; Fax: (757) 492-6510
Mon-Fri, 7:30—12; 1—4

Naval Medical Center Portsmouth - Directory of Patient and Visitor Services

Building 1

- Command Suite - 3rd Floor
- Library Services - 4th Floor

Building 2 (Main Hospital) - Clinical

- Allergy and Immunology - 2 South
- Ambulatory Infusion - 3K
- Anticoagulation/Coumadin - 2 North
- Audiology - 2 South
- Breast Center - 2 South
- Cardiology/Cardiothoracic - 2 South
- Dental/Oral Surgery - 2 South
- Emergency - 1 South
- Endocrinology - 2 South
- ENT/Otolaryngology - 2 South
- Gastroenterology - 2 North
- General Surgery - 2 South
- Hematology/Oncology - 1 North
- Immunizations - 2 South
- Internal Medicine - 2 North
- Laboratory - 1 North
- Nephrology/Dialysis - 2 North
- Neurology - 2 South
- Nuclear Medicine - 1 North
- Nutrition - 1 South
- OB/GYN - 4 South
- Ophthalmology - 2 South
- Orthopedics - 1 South
- Pediatrics - 2 North
- Pharmacy - 2 South
- Physical Therapy - 1 South
- Podiatry - 1 South
- Pulmonary/Respiratory - 2 North
- Radiology (X-Ray) - 1 South
- Rheumatology - 2 South
- Urology - 2 North
- Vascular - 2 South

Building 2 (Main Hospital) - Non-Clinical

- Admissions - 1 South
- ATM - 2 South
- Galley/Food Service - 1 North
- Gift Shop - 2 South
- Outpatient Medical Records - 2 South
- Quarterdeck/Information - 2 South

Other Services and Facilities

Child Development Center - 953-7050
Child Waiting Center - 953-6904
Fisher House - 953-5550
Fleet and Family Services - 953-7801

Building 2 (Main Hospital) - Inpatient Wards

- 3A - Cardiac Procedures
- 3A - Pediatric Intensive Care Unit
- 3B - Progressive Care Unit
- 3C - Intensive Care Unit/Stepdown
- 3D - ICU/Cardiac Care Unit
- 3K - Post-op
- 3L - Pre-op
- 4A and 4B - Pediatrics
- 4E and 4F - General/Specialty Surgery
- 4G - Orthopedic
- 4J - Oncology
- 4K - Obstetrics/Gynecology
- 4L - Maternal Infant
- 4M - Labor and Delivery
- 4N - Nursery
- 4P - Neonatal Intensive Care Unit
- 5E, 5F and 5G - Psychiatry

Building 3 - Clinical

- Dermatology - 8th Floor
- Family Practice - 2nd Floor
- Infectious Diseases - 1st Floor
- Occupational Therapy - 1st Floor
- Neuro-Developmental Pediatrics - 2nd Floor
- Pain Management - 9th Floor
- Plastic Surgery - 8th Floor
- Psychiatry - 1st Floor
- Psychology - 3rd Floor
- Sleep Lab - 5th Floor
- Social Work - 4th Floor
- Wounded Warriors - 7th Floor

Building 3 - Non-Clinical

- American Red Cross - 4th Floor
- Auditorium - 2nd Floor
- Chapel/Pastoral Care - 2nd Floor
- DEERS/ID Card Lab - 9th Floor
- Education and Training - 2nd Floor
- Graduate Medical Education - 3rd Floor
- Health Benefits - 3rd Floor
- Health Promotions - 1st Floor
- Human Resources - 3rd Floor
- Navy Federal Credit Union - 2nd Floor
- Post Office - 1st Floor
- Retail - Barber, Dancing Goat, Food Court, Navy Exchange, Optical Shop - 2nd Floor
- Virginia Veterans' Affairs - 7th Floor
- Visual Information Department - 1st Floor

TRICARE Programs			
Program	Type of Program	Eligibility	Notes
TRICARE Prime	<ul style="list-style-type: none"> Managed Care Primary Care Specialty Care 	<ul style="list-style-type: none"> Active Duty Service Members (ADSMs) Active Duty Family Members (ADFMs) <ul style="list-style-type: none"> Spouse Unmarried Children to Age 21 (23 if Student) Activated Guard and Reserve Activated Guard and Reserve FMs Retired Service and Family Members <Age 65 	<ul style="list-style-type: none"> Required for ADSMs and Activated Guard and Reserves Optional for Others Only available to retirees and family members in Prime Service Areas (PSAs) Enrollment Required <ul style="list-style-type: none"> Enrollment Fee for Retirees Primary Care Manager (PCM) <ul style="list-style-type: none"> Military Treatment Facility (MTF) Civilian Network Provider
TRICARE Prime Remote		<ul style="list-style-type: none"> ADSMs and ADFMs Activated Guard and Reserve and FMs 	<ul style="list-style-type: none"> Duty Assignment and/or Residency Requirements Apply Enrollment Required
TRICARE Overseas Prime			<ul style="list-style-type: none"> Duty Assignment Requirements Apply Enrollment Required
TRICARE Extra	<ul style="list-style-type: none"> Preferred Provider 	<ul style="list-style-type: none"> ADFMs and Activated Guard and Reserve FMs Retired Service and Family Members <Age 65 	<ul style="list-style-type: none"> No Enrollment Required Civilian Providers MTF Space Available
TRICARE Standard	<ul style="list-style-type: none"> Fee for Service 		
TRICARE for Life	<ul style="list-style-type: none"> Medicare Wrap-Around 	<ul style="list-style-type: none"> Medicare Eligible with Medicare Part B Age 65 Under Age 65 with Disability 	
TRICARE Plus	<ul style="list-style-type: none"> Managed Care Primary Care Only 	<ul style="list-style-type: none"> Not Eligible for TRICARE Prime Usually Medicare-Eligible 	<ul style="list-style-type: none"> Enrollment Required (No Fee) MTF-Specific (NMCP Internal Medicine) Usually by Invitation MTF Specialty Care Space Available
TRICARE Young Adult	<ul style="list-style-type: none"> TRICARE Prime TRICARE Extra TRICARE Standard 	<ul style="list-style-type: none"> Unmarried Children >Age 21 (>Age 23 if Full-Time Student) to Age 26 	<ul style="list-style-type: none"> Enrollment Required Monthly Premium Based on Plan Not Eligible for or enrolled in FEHBP
TRICARE Reserve Select	<ul style="list-style-type: none"> TRICARE Extra TRICARE Standard 	<ul style="list-style-type: none"> Inactivated Selected Guard and Reserve and FMs 	
TRICARE Retired Reserve	<ul style="list-style-type: none"> TRICARE Extra TRICARE Standard 	<ul style="list-style-type: none"> Retired Guard and Reserve <Age 60 and FMs 	
ECHO	<ul style="list-style-type: none"> Extended Care Health Option 	<ul style="list-style-type: none"> Special Needs ADFMs 	<ul style="list-style-type: none"> Active Duty Sponsor Must be Enrolled in EFMP Registration Required

TRICARE Choices for Active Duty Family Members			
Option	Prime Prime Remote	Extra	Standard
Program Type	HMO – Managed Care	Preferred Provider	Fee-for-Service
Annual Enrollment Fee	\$0	N/A	
Annual Outpatient Deductible	None (except for the Point-of-Service option)	Sponsor E-4 and below: \$50 individual/\$100 family Sponsor E-5 and above: \$150 individual/\$300 family	
Point-of-Service Outpatient Deductible	\$300 individual \$600 family	N/A	
Point-of-Service Co-Pay	50%	N/A	
Office Visit Co-Pay	\$0	15%	20%
Emergency Services Co-Pay	\$0	15%	20%
Hospitalization Co-Pay	\$0	\$17.35/day (\$25 minimum)	\$17.35/day (\$25 minimum)
Referrals and Authorizations	Required for most specialty services	Pre-authorization required for certain services	
Providers	TRICARE Network	TRICARE Authorized	
		Participating	Non-Participating
Balance Bill	N/A	N/A	Up to 15%
Claims	Provider files		Provider may file
Catastrophic Cap	\$1,000 (does not include POS or balance bill charges)		

Pharmacy - Prescription Drug Benefit			
Pharmacy Type	Formulary Medications		Non-Formulary
	Tier 1 - Generic	Tier 2 - Brand Name	Tier 3
Military Treatment Facility Pharmacy (up to 90 days)	\$0	\$0	N/A
Home Delivery/Mail Order Pharmacy (up to 90 days)	\$0	\$13	\$43
Retail Network Pharmacy (up to 30 days)	\$5	\$17	\$44
Retail Non-Network Pharmacy (up to 30 days)	Non-Prime: \$17 or 20%, after annual deductible is met		Non-Prime: \$44 or 20%, after deductible is met
	Prime: 50%, after Point-of-Service deductible is met		

TRICARE Choices for Retirees and Family Members

Option	Prime	Extra	Standard	
Program Type	HMO – Managed Care	Preferred Provider	Fee-for-Service	
Annual Enrollment Fee (FY-2014)*	\$273.84 - Individual \$547.68 - Family	N/A		
Fiscal Year (FY) Outpatient Deductible	None (except for the Point-of-Service option)	\$150 individual/\$300 family		
FY Point-of-Service Outpatient Deductible	\$300 individual \$600 family	N/A		
Point-of-Service Co-Pay	50%	N/A		
Civilian Provider Office Visit Co-Pay	\$12	20%	25%	
Civilian Emergency Services Co-Pay	\$30	20%	25%	
Civilian Ambulance Services Co-Pay	\$20	20%	25%	
Civilian Behavioral Health Co-Pay	\$25 individual \$17 group	20%	25%	
Civilian Inpatient Hospitalization Co-Pay	\$11/day (\$25 minimum)	Lesser of \$250/day or 25%	Lesser of \$698/day or 25%	
Routine Eye Exams	One every 2 years (age 3 and older)	Not covered for anyone over age 6		
Referrals and Authorizations	Required for most specialty services	Pre-authorization required for certain services		
Providers	Military Treatment Facility (MTF) or TRICARE Network	TRICARE Network	TRICARE Authorized	
			Participating	Non- Participating
Balance Billing	N/A		N/A	Up to 15%
Claims	Provider files		Provider may file	
Fiscal Year Family Catastrophic Cap	\$3,000 (does not include Prime Point-of-Service or Standard balance billing charges)			

***Exceptions**—There are two beneficiary categories that are exempt from paying the higher FY-2014 fee amounts:

- Surviving spouses of active duty deceased sponsors who are eligible as a retiree family member *and* are currently enrolled in TRICARE Prime. Their enrollment fee will remain frozen at their current fee amounts (FY-2011, FY-2012 or FY-2013). (www.tricare.mil/Welcome/Eligibility/Survivors.aspx)
- Medically-retired service members and their family members who are currently enrolled in TRICARE Prime. Their enrollment fee will remain frozen at their current fee amounts (FY-2011, FY-2012 or FY-2013).

Naval Medical Center Portsmouth Pediatric Services

Dedication, Training and Commitment

<http://www.med.navy.mil/sites/NMCP2/PatientServices/Pediatrics/Pages/Default.aspx>

Our Pediatric Department is dedicated to the care of children, adolescents and young adults. Our pediatricians and pediatric specialists are trained at some of the best medical schools in the country, including the Uniformed Services University of the Health Sciences, Walter Reed, Stanford, Harvard, Johns Hopkins, Baylor and the University of Virginia, to name a few.

Our entire pediatric faculty is board-certified, active in research, and passionate about training the next generation of military pediatricians. Our pediatric training program is among the best in the country, with board certification rates well above the national average.



Pediatric Clinic
Building 2, 2nd Floor
(757) 953-7337

Neurodevelopmental Pediatric Clinic
Building 3, 2nd Floor
(757) 953-7379

Outpatient Primary Care

- Medical Homeport

Inpatient Care

- Neonatal Intensive Care Unit
- Newborn Nursery
- Pediatric Inpatient Ward
- Pediatric Intensive Care Unit

Specialty Clinics

- Academic Pediatrics
- Adolescent Medicine
- Allergy/Immunology
- Anesthesiology
- Cardiology
- Children's Oncology Group
- Critical Care
- Cystic Fibrosis Center
- Dentistry
- Ear, Nose and Throat (ENT)

Specialty Clinics (continued)

- Emergency Medicine
- Gastroenterology
- General Pediatrics
- Hematology/Oncology
- Infectious Disease
- Neonatology
- Nephrology
- Neurodevelopmental Pediatrics
- Neurology
- Nutrition
- Occupational Therapy
- Ophthalmology
- Orthopedics
- Psychiatry and Psychology
- Pulmonology
- Radiology
- Social Work
- Speech Therapy
- Surgery

Exceptional Family Member Program and TRICARE ECHO

Exceptional Family Member Program (EFMP)

Special needs family members of active duty or deceased active duty sponsors are eligible for ECHO benefits.

- Each uniformed service has a mandatory EFMP, and mandatory by the sponsor is required when a family member is identified with special needs.
- EFMP helps to locate families in geographic areas where the members' special needs can be met.
- Enrollment forms are available from the sponsor's Personnel Office, an EFMP Coordinator, or online at www.militaryhomefront.dod.mil:
 - DD Form 2792, Exceptional Family Member Medical Summary (for medical issues).
 - DD Form 2791-1, Exceptional Family Member Special Education/Early Intervention Summary (for educational issues).
- The Navy's East Coast Central Screening Committee is located at Naval Medical Center Portsmouth. Active duty Navy personnel can submit completed forms to the EFMP Coordinator at NMCP or the nearest branch health clinic.
 - Keep copies of all forms, which will be needed later to apply for ECHO benefits.
 - Check on the status of an EFMP enrollment application after 3 or 4 weeks:
 - Online - <https://qol.persnet.navy.mil/EFM/>
 - Call the Naval Personnel Command EFMP Office at 1-866-827-5672
- Members of other services must submit forms to their service-specific point-of-contact.

Applied Behavioral Analysis Therapy

- Applied Behavioral Analysis (ABA) is covered by TRICARE under three different component programs for patients diagnosed with Autism Spectrum Disorder (ASD):
 - TRICARE Basic Program—interim benefit
 - Enhanced Access to Autism Services Demonstration (Autism Demonstration) - under the Extended Care Health Option (ECHO)
 - Autism Pilot Program—interim benefit

Extended Care Health Option (ECHO)

ECHO supplements TRICARE with additional services, supplies and financial assistance for beneficiaries who qualify because of a moderate or severe intellectual disability, a serious physical disability, or an extraordinary physical or psychological condition that causes the beneficiary to be homebound.

The ECHO program is administered in the TRICARE North Region by Health Net Federal Services (HNFS). ECHO registration can be started after successful completion of enrollment in EFMP.

- Enrollment in EFMP does not automatically qualify a beneficiary for ECHO benefits.
- Contact HNFS to begin ECHO registration:
 - Call 1-877-TRICARE (1-877-874-2273) and ask to speak with an ECHO Case Manager, or
 - Call the Hampton Roads area ECHO Case Manager at 1-757-766-4735 or 1-800-977-7531.
 - The ECHO Case Manager will explain and help with the registration process, including verifying:
 - Eligibility and proof of a qualifying condition.
 - Proof of enrollment in EFMP.
- Once registered in ECHO, the Case Manager will explain how the program works, including:
 - Covered benefits under ECHO and TRICARE.
 - How to identify and use public funds and facilities first, and what to do when public assistance is not available or adequate.
 - Obtaining pre-authorization for ECHO benefits (benefits must be pre-authorized by HNFS).
 - Selecting providers (all services, supplies and equipment under the ECHO program must be received from TRICARE-authorized providers).
 - Benefit caps and cost-shares.
 - How beneficiaries enrolled in TRICARE Prime must follow the Prime requirements for obtaining care and services (such as using the primary care manager for routine care and obtaining referrals for specialty care).
 - Procedures to follow when a sponsor and family move to a new location.

Traveling with TRICARE

Travel Considerations

- Medical care received while traveling may require payment up front; with reimbursement claims filed afterwards
- Children visiting or staying with other family members – such as grandparents – need an ID card, and a Medical Power of Attorney to allow the family member permission to obtain needed medical care

Additional Considerations for TRICARE Prime Patients

- If leaving the area for 30 days or more, enrollment should be changed to a primary care manager (PCM) at the new location
 - Prime is not available everywhere; disenrollment from Prime, and using Standard and Extra may be necessary
- Routine care under Prime while traveling is not authorized, and claims for any unauthorized, non-emergency care will process under the expensive point-of-service (POS) option
- Urgent care requires pre-authorization from the PCM; follow-up care also needs pre-authorization
- Emergency care at a hospital-based emergency room does not require authorization; however, follow-up care does need to be authorized

Emergency and Urgent Care

Emergency Care

- If needed, call 911* or go to the nearest hospital-based emergency room.
 - An emergency is a medical, maternity or psychiatric condition that would lead a prudent layperson (someone with average knowledge of health and medicine) to believe:
 - A serious medical condition exists;
 - The absence of medical attention would be a threat to life, limb or sight and requires immediate care; or
 - Painful symptoms require immediate attention to relieve suffering.
 - TRICARE Prime and Prime Remote (TPR) beneficiaries should notify their primary care manager (PCM) or Health Net after receiving emergency care. All follow-up care must be coordinated with the PCM.
 - Unauthorized follow-up care is subject to Point of Service (POS) fees (does not apply to active duty service members):
 - Annual fiscal year outpatient deductible—\$300/person and \$600/family.
 - 50% cost-share of inpatient and outpatient TRICARE allowable charges.
 - Possible 15% balance billing above TRICARE allowable charges.
 - POS expenses are not credited to the annual catastrophic cap.
 - Non-Prime beneficiaries (Standard, Extra, TRICARE-for-Life), or Prime beneficiaries with other health insurance (OHI) do not need to coordinate follow-up care, but should notify their physician of an ER visit.

Urgent Care

- Medically necessary care required for an illness or injury that would not result in further disability or death if not treated immediately, but requires professional attention and has the potential to develop into a more serious or emergency situation if treatment is delayed more than 24 hours.
- TRICARE Prime beneficiaries must contact their PCM for urgent care services. Urgent care received from other than the PCM without a referral and authorization will process under the Prime Point-of-Service option.

****Calling 911 on a wireless (cell) phone may pose unique challenges—
Care must be taken to provide accurate information***

TRICARE Dental Programs

Beneficiary Category	Military Dental Treatment Facility (DTF)	TRICARE Active Duty Dental Program (ADDP)	TRICARE Dental Program (TDP)	TRICARE Retiree Dental Program (TRDP)
Active Duty Service Members	Yes		No	No
Separating Service Members (TAMP)	Space Available	No	No	No
Active Duty Family Members	Space Available	No	Yes	No
Survivors of Deceased Active Duty Service Members	Space Available	No	Yes - up to 3 years of premium-free coverage	Yes - after 3 years
Retired Service Members	Space Available	No	No	Yes
Retiree Family Members	Space Available	No	No	Yes - sponsor must be enrolled (exceptions)
Retiree Survivors	Space Available	No	No	Yes
Early Activation Guard and Reserve Members	Yes - up to 180 days when activated for more than 30 days for a contingency operation		Yes - if not qualified under early activation orders	No
Activated Guard and Reserve Members	Yes - when activated for more than 30 days		No	No
Deactivating Guard and Reserve Members (TAMP)	Yes - up to 180 days following activation of more than 30 days for a contingency operation		Yes - if not qualified under TAMP	No
Inactive Guard and Reserve Members	No	No	Yes	No
Guard and Reserve Family Members	No	No	Yes - lower premiums when activated	No
Retired Guard and Reserve Members	No	No	No	Yes
Retired Guard and Reserve Family Members	No	No	No	Yes - sponsor must be enrolled (exceptions)
Retired Guard and Reserve Survivors	No	No	No	Yes

TRICARE Dental Program Information and Assistance

Program	Administrator	Telephone	Web Site
Active Duty Dental Program	United Concordia Companies, Inc. ADDP Unit, P.O. Box 69430 Harrisburg, PA 17106-9430	(866) 984-2337	www.addp-ucci.com www.tricare.mil/dental
TRICARE Dental Program	MetLife TRICARE Dental Program P.O. Box 14185 Lexington, KY 40512	(855) 638-8371	www.tricare.mil/dental https://mybenefits.metlife.com/tricare
TRICARE Retiree Dental Program	Delta Dental of California Federal Services, P.O. Box 537008 Sacramento, CA 95853	(888) 838-8737	www.trdp.org
NMCP Military Dental Treatment Facilities	Naval Medical Center Portsmouth Naval Dental Clinic Norfolk Naval Branch Dental Clinic Boone Naval Branch Dental Clinic Oceana Naval Branch Dental Clinic Yorktown Naval Branch Dental Clinic NNSY	(757) 953-2711 (757) 953-8635 (757) 953-8334/35 (757) 953-3917/18 (757) 953-8454 (757) 953-6509	www.med.navy.mil/sites/nmcp

TRICARE Information Online

DEERS	www.tricare.mil/DEERS
Rapids (ID Card) Site Locator	www.dmdc.osd.mil/rsl/owa/home
To Schedule an ID Card Appointment	https://rapids-appointments.dmdc.osd.mil
Defense Health Agency (DHA)	www.tricare.mil
Health Net Federal Services	www.hnfs.net
Naval Medical Center Portsmouth	www.med.navy.mil/sites/NMCP2/Pages/
Reserve Affairs	www.defenselink.mil/ra
TRICARE Claims Information—PBGA	www.mytricare.com
TRICARE Dental Information	
Active Duty Family Dental Program	www.tricare.mil/dental https://mybenefits.metlife.com/tricare
Retiree Dental Program	www.trdp.org
TRICARE for Life	
Claims (Wisconsin Physician Services)	www.tricare4u.com
Social Security	www.ssa.gov
Medicare	www.medicare.gov
TRICARE Online (Appointments)	www.tricareonline.com
TRICARE Pharmacy Information	www.express-scripts.com/TRICARE



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Schedule appointments for primary care or select self-refer specialty services

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Communicate directly with your health care team through Relay Health

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